BELLSOUTH®

Self-Effectuating Enforcement Mechanism Administrative Plan

Tennessee Plan
Version 2.0

July 1, 2003

Revision History

Date	Version	Author	Contributors	Notes
07/01/03	Version 2.0	Frank Harper	Chuck Rader	New version based on Florida Version 2.7, filed June 20, 2003

Contents

1: Administrative Plan

1.1 Scope

This Administrative Plan ("Plan") includes Service Quality Measurements ("SQM") with corresponding Self Effectuating Enforcement Mechanisms ("SEEM") to be implemented by BellSouth pursuant to the Order issued by the Tennessee Regulatory Authority (TRA) on January 12, 2001 and May 7, 2001, in Docket 7892-U.

Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the BellSouth Performance Measurement Reports website at: https://pmap.bellsouth.com

1.2 Reporting

In providing services pursuant to the Interconnection Agreements between BellSouth and each CLEC, BellSouth will report its performance to each CLEC in accordance with BellSouth's SQMs.

BellSouth will make performance reports available to each CLEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each CLEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the available raw data underlying the SQMs.

Final validated SQM reports will be posted no later than the last day of the month following the data month in which the activity is incurred, or the first business day thereafter. Final validated SQM reports not posted by this time will be considered late.

Final validated SEEM reports will be posted on the 15th day of the month, following the final validated SQM report or the first business day thereafter.

BellSouth shall pay penalties to the Commission, in the aggregate, for all late SQM reports in the amount of $2000 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the end of the reporting month in which the late publication of the report occurs.

BellSouth shall pay penalties to the Commission, in the aggregate, for all incomplete or inaccurate SQM reports in the amount of $400 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.

BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

BellSouth will provide documentation of late and incomplete occurences during the reporting month that the data is posted to the website. These notations may be viewed on the Performance Measurements website from the home page on the Current Month Site Updates link

1.3 Modification to Measures

During the first two years of implementation, BellSouth will participate in six-month review cycles starting six months after the date of the Commission order. A collaborative work group, which will include BellSouth, interested ALECs and the Commission will review the Performance Assessment Plan for additions, deletions or other modifications. After two years from the date of the order, the review cycle may, at the discretion of the Commission, be reduced to an annual review.

BellSouth and the ALECs shall file any proposed revisions to the SEEM plan one month prior to the beginning of each review period.

From time to time, BellSouth may be ordered by the Tennessee Regulatory Authority to modify or amend the SQMs or SEEMs. Nothing will preclude any party from participating in any proceeding involving BellSouth's SQMs or SEEMs from advocating that those measures be modified.

In the event a dispute arises regarding the ordered modification or amendment to the SQMs or SEEMs, the parties will refer the dispute to the Tennessee Regulatory Authority.

1.4 Enforcement Mechanisms

1.4.1 Definitions

Enforcement Measurement Elements – performance measurements identified as SEEM measurements within the SEEM plan.

Enforcement Measurement benchmark compliance– competitive level of performance established by the Commission used to evaluate the performance of BellSouth and each CLEC for penalties where no analogous retail process, product or service is feasible.

Enforcement Measurement retail analog compliance– comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the CLEC customer for penalties.

Test Statistic and Balancing Critical Value – means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value properties are set forth in Appendix C, incorporated herein by this reference.

Cell – grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail ISDN services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to CLEC resold ISDN services for residential customers, requiring a dispatch, in the same wire center, at a similar point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Appendix C, incorporated herein by this reference.

Delta – measure of the meaningful difference between BellSouth performance and submetric performance. For individual submetrics the Delta value shall be determined using Ford's Delta Function as ordered by the Tennessee Regulatory Authority. See Appendix C, incorporated herein by this reference.

Tier-1 Enforcement Mechanisms – self-executing liquidated damages paid directly to each CLEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.

Tier-2 Enforcement Mechanisms – assessments paid directly to the Tennessee Regulatory Authority or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in Tier 2 enforcement measurement elements in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all CLEC data as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.

Affiliate – person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10Percent.

1.4.2 Application

The application of the Tier-1 and Tier-2 Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each CLEC.

Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance and the payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be used as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

1.4.3 Methodology

Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each CLEC for the State of Tennessee for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Appendix D, incorporated herein by this reference.

- All OCNs and ACNAs for individual ALECs will be consolidated for purposes of calculating measure-based failures.
- When a measurement has five or more transactions for the CLEC, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.
- Tier-1 Enforcement Mechanisms apply on a per measurement basis and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.
- Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table-1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees.

Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for given Enforcement Measurement Elements for three consecutive months based upon the method of calculation set forth in Appendix D, incorporated herein by this reference.

- Tier- 2 Enforcement Mechanisms apply, for an aggregate of all CLEC data generated by BellSouth, on a per measurement basis for a particular Enforcement Measurement Element.
- Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table-2 of Appendix A, incorporated herein by this reference. Unlike the method used for other Tier 2 metrics, which imposes payments after results fall below the benchmark for three consecutive months, Tier 2 payments for Flow Through will be paid each month BellSouth fails to meet the benchmark.

1.4.4 Payment of Tier-1 and Tier-2 Amounts

If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to an CLEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount by the 15th day of the second month following the month for which disparate treatment was incurred.

For each day after the due date that BellSouth fails to pay an CLEC the required amount, BellSouth will pay the CLEC 6% simple interest per annum.

For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission $1,000 per day for deposit in the State's General Revenue Fund.

If an CLEC disputes the amount paid under Tier-1 Enforcement Mechanisms, the CLEC shall submit a written claim to BellSouth within sixty (60) days after the payment due date. BellSouth shall investigate all claims and provide the CLEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the CLEC is owed additional amounts, BellSouth shall pay the CLEC such additional amounts within thirty (30) days after its findings along with 6Percent simple interest per annum. However, the CLEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such costs would include, but not be limited to, postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the CLEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.

At the end of each calendar year, an independent accounting firm, mutually agreeable to the Tennessee Regulatory Authority and BellSouth, shall certify that all penalties under Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth's performance measurements.

1.4.5 Limitations of Liability

BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 39Percent of net revenues in Tennessee, based upon the most recently reported ARMIS data.

BellSouth will not be responsible for an CLEC's acts or omissions that cause performance measures to be missed or failed, including but not limited to, accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide the CLEC with reasonable notice of such acts or omissions or provide the CLEC with any such supporting documentation.

BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanisms for noncompliance with a performance measure if such noncompliance was the result of an act or omission by the CLEC that was in bad faith.

BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanism for noncompliance with a performance measure if such noncompliance was the result of any of the following: a Force Majeure event; an act or omission by an CLEC that is contrary to any of its obligations under the Act, Commission rule, or state law; or an act or omission associated with third party systems or equipment.

In addition to these specific limitations of liability, BellSouth may petition the Commission to consider a waiver based upon other circumstances.

1.4.6 Affiliate Reporting

BellSouth shall provide monthly results for each metric for each BellSouth CLEC affiliate; however, only the Tennessee Regulatory Authority shall be provided the number of transactions or observations for BellSouth CLEC affiliates. Further, BellSouth shall inform the Commission of any changes regarding non-CLEC affiliates' use of its OSS databases, systems, and interfaces.

1.4.7 Dispute Resolution

Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each CLEC, any dispute regarding BellSouth's performance or obligations pursuant to this Plan shall be resolved by the Commission.

A: Fee Schedule

A.1 Tier 1 Fee Schedule

Table A-1 gives Tier 1 payments for Months 1-6. Payments are per affected item.

Table A-1: Liquidated Damages for Tier 1 Measures

Measure	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Billing	$450	$650	$850	$1,050	$1,250	$1,400
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000
IC Trunks	$1,200	$1,650	$2,150	$2,600	$3,100	$3,550
LNP	$1,800	$2,500	$3,200	$3,900	$4,650	$5,350
Maintenance and Repair	$1,200	$1,650	$2,150	$2,600	$3,100	$3,550
Maintenance and Repair UNE	$4,750	$6,650	$8,550	$10,450	$12,350	$14,250
Ordering	$450	$650	$850	$1,050	$1,250	$1,400
Flow Through	$900	$1,300	$1,600	$2,000	$2,300	$2,700
Provisioning	$1,200	$1,650	$2,150	$2,600	$3,100	$3,550
Provisioning UNE (CCC)	$4,750	$6,650	$8,550	$10,450	$12,350	$14,250
Pre-Ordering	$250	$350	$450	$500	$600	$700
Change Management	$1,000	$1,000	$1,000	$1,000	$1,000	$1,000

A.2 Tier 2 Fee Schedule

Table A-2 lists Tier 2 payments for Tennessee. Payments are per affected item.

Table A-2: Liquidated Damages for Tier 2 Measures

Measure	Payment
Billing	$700
Collocation	$15,000
IC Trunks	$5,950
LNP	$5,950
Maintenance and Repair	$3,550
Maintenance and Repair UNE	$10,400
Ordering	$700

Table A-2: Liquidated Damages for Tier 2 Measures

Measure	Payment
Flow Through	$1,400
Provisioning	$3,550
Provisioning UNE (CCC)	$10,400
Pre-Ordering	$250
Change Management	$1,000
Service Order Accuracy	$50

B: SEEM Submetrics

B.1 Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices - CABS
6	B-3 Usage Data Delivery Accuracy - CLEC State
7	B-10: Percent Billing Errors Corrected in "X" Business Days - State [a] [a]Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
9	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
11	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
12	C-3 Collocation Percent of Due Dates Missed - State
13	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
14	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
15	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
16	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
17	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
18	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
19	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
20	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
21	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
22	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
23	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
25	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
26	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop ≥ DS1
27	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
28	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design
34	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non Design
35	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design
36	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design
37	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
38	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
39	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
40	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN
41	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
42	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
43	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
44	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence
45	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other
46	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop ≥ DS1
47	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
48	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
49	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
50	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
51	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
52	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
53	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Design
54	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Non Design
55	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
56	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
57	MR-2 Customer Trouble Report Rate - Resale Business
58	MR-2 Customer Trouble Report Rate - Resale Centrex
59	MR-2 Customer Trouble Report Rate - Resale Design
60	MR-2 Customer Trouble Report Rate - Resale ISDN

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
61	MR-2 Customer Trouble Report Rate - Local Transport
62	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
63	MR-2 Customer Trouble Report Rate - Resale PBX
64	MR-2 Customer Trouble Report Rate - Resale Residence
65	MR-2 Customer Trouble Report Rate - UNE Combo Other
66	MR-2 Customer Trouble Report Rate - UNE Digital Loop ≥ DS1
67	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
68	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
69	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
70	MR-2 Customer Trouble Report Rate - UNE Line Sharing
71	MR-2 Customer Trouble Report Rate - UNE Switch ports
72	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
73	MR-2 Customer Trouble Report Rate - UNE Other - Design
74	MR-2 Customer Trouble Report Rate - UNE Other - Non Design
75	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design
76	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
77	MR-3 Maintenance Average Duration Dispatch - Resale Business
78	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
79	MR-3 Maintenance Average Duration Dispatch - Resale Design
80	MR-3 Maintenance Average Duration Dispatch - Resale ISDN
81	MR-3 Maintenance Average Duration Dispatch - Local Transport
82	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
83	MR-3 Maintenance Average Duration Dispatch - Resale PBX
84	MR-3 Maintenance Average Duration Dispatch - Resale Residence
85	MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
86	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop ≥ DS1
87	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
88	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
89	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
90	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
91	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
92	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
93	MR-3 Maintenance Average Duration Dispatch - UNE Other - Design
94	MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design
95	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
96	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
97	MR-3 Maintenance Average Duration Non Dispatch - Resale Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
98	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex
99	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
100	MR-3 Maintenance Average Duration Non Dispatch Resale ISDN
101	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
102	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
103	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
104	MR-3 Maintenance Average Duration Non Dispatch - Resale Residence
105	MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other
106	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop ≥ DS1
107	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
108	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
109	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
110	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
111	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports
112	MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
113	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Design
114	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Non Design
115	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Design
116	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
117	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business
118	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex
119	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
122	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
123	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
124	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence
125	MR-4 Percent Repeat Trouble within 30 Days Dispatch -UNE Combo Other
126	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop ≥ DS1
127	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
128	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
129	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
130	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
131	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
132	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
133	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Design
134	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
135	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design
136	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
137	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business
138	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
139	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
140	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale ISDN
141	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport
142	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
143	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
144	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence
145	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other
146	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop ≥ DS1
147	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
148	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
149	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo
150	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
151	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
152	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
153	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Design
154	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Non Design
155	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Design
156	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
157	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
158	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex
159	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
160	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN
161	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
162	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
163	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
164	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
165	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other
166	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop ≥ DS1
167	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
168	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
169	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
170	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
171	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
172	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
173	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Design
174	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Non Design
175	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
176	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design
177	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
178	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex
179	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
180	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN
181	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
182	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
183	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
184	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence
185	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other
186	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop ≥ DS1
187	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
188	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
189	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
190	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
191	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
192	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
193	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Design
194	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Non Design
195	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
196	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
197	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
198	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
199	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design
200	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design
201	O-11 FOC & Reject Completeness Fully Mechanized Resale Business
202	O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
203	O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
204	O-11 FOC & Reject Completeness Fully Mechanized EEL's
205	O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
206	O-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting
207	O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
208	O-11 FOC & Reject Completeness Local Interconnection Trunks

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
209	O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
210	O-11 FOC & Reject Completeness Fully Mechanized INP Standalone
211	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
212	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
213	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
214	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
215	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
216	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop ≥ DS1
217	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
218	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop
219	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
220	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
221	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
222	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
223	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
224	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
225	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
226	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
227	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design
228	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design
229	O-11 FOC & Reject Completeness Non Mechanized Resale Business
230	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
231	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
232	O-11 FOC & Reject Completeness Non Mechanized EEL's
233	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
234	O-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting
235	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
236	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
237	O-11 FOC & Reject Completeness Non Mechanized INP Standalone
238	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
239	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
240	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
241	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
242	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
243	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop ≥ DS1
244	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
245	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
246	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
247	O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
248	O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
249	O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
250	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
251	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
252	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
253	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
254	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design
255	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design
256	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
257	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
258	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
259	O-11 FOC & Reject Completeness Partially Mechanized EEL's
260	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
261	O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting
262	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
263	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
264	O-11 FOC & Reject Completeness Partially Mechanized INP Standalone
265	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
266	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
267	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
268	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
269	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
270	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop ≥ DS1
271	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
272	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop
273	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
274	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
275	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
276	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
277	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
278	O-1 Acknowledgement Message Timeliness (Electronically) - TAG
279	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
280	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
281	O-4 Percent flow-through Service Requests (Detail) Business
282	O-4 Percent flow-through Service Requests (Detail) LNP

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
283	O-4 Percent flow-through Service Requests (Detail) Residence
284	O-4 Percent flow-through Service Requests (Detail) UNE Loops
285	O-4 Percent flow-through Service Requests (Detail) UNE-P
286	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
287	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
288	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
289	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
290	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design
291	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design
292	O-8 Reject Interval Fully Mechanized Resale Business
293	O-8 Reject Interval Fully Mechanized Resale Centrex
294	O-8 Reject Interval Fully Mechanized Resale Design (Special)
295	O-8 Reject Interval Fully Mechanized EELs
296	O-8 Reject Interval Fully Mechanized Resale ISDN
297	O-8 Reject Interval Fully Mechanized UNE Line Splitting
298	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
299	O-8 Reject Interval Local Interconnection Trunks
300	O-8 Reject Interval Fully Mechanized LNP Standalone
301	O-8 Reject Interval Fully Mechanized INP Standalone
302	O-8 Reject Interval Fully Mechanized Line Sharing
303	O-8 Reject Interval Fully Mechanized Resale PBX
304	O-8 Reject Interval Fully Mechanized Resale Residence
305	O-8 Reject Interval Fully Mechanized Switch Ports
306	O-8 Reject Interval Fully Mechanized UNE Combo Other
307	O-8 Reject Interval Fully Mechanized UNE Digital Loop ≥ DS1
308	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
309	O-8 Reject Interval Fully Mechanized UNE ISDN Loop
310	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
311	O-8 Reject Interval Fully Mechanized UNE Other Design
312	O-8 Reject Interval Fully Mechanized UNE Other Non Design
313	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
314	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
315	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
316	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
317	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
318	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
319	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
320	O-8 Reject Interval Non Mechanized Resale Business
321	O-8 Reject Interval Non Mechanized Resale Centrex
322	O-8 Reject Interval Non Mechanized Resale Design (Special)
323	O-8 Reject Interval Non Mechanized EELs
324	O-8 Reject Interval Non Mechanized Resale ISDN
325	O-8 Reject Interval Non Mechanized UNE Line Splitting
326	O-8 Reject Interval Non Mechanized Local Interoffice Transport
327	O-8 Reject Interval Non Mechanized LNP Standalone
328	O-8 Reject Interval Non Mechanized INP Standalone
329	O-8 Reject Interval Non Mechanized Line Sharing
330	O-8 Reject Interval Non Mechanized Resale PBX
331	O-8 Reject Interval Non Mechanized Resale Residence
332	O-8 Reject Interval Non Mechanized Switch Ports
333	O-8 Reject Interval Non Mechanized UNE Combo Other
334	O-8 Reject Interval Non Mechanized UNE Digital Loop ≥ DS1
335	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
336	O-8 Reject Interval Non Mechanized UNE ISDN Loop
337	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
338	O-8 Reject Interval Non Mechanized UNE Other Design
339	O-8 Reject Interval Non Mechanized UNE Other Non Design
340	O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
341	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
342	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
343	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
344	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
345	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
346	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
347	O-8 Reject Interval Partially Mechanized Resale Business
348	O-8 Reject Interval Partially Mechanized Resale Centrex
349	O-8 Reject Interval Partially Mechanized Resale Design (Special)
350	O-8 Reject Interval Partially Mechanized EEL's
351	O-8 Reject Interval Partially Mechanized Resale ISDN
352	O-8 Reject Interval Partially Mechanized UNE Line Splitting
353	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
354	O-8 Reject Interval Partially Mechanized LNP Standalone
355	O-8 Reject Interval Partially Mechanized INP Standalone
356	O-8 Reject Interval Partially Mechanized Line Sharing

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
357	O-8 Reject Interval Partially Mechanized Resale PBX
358	O-8 Reject Interval Partially Mechanized Resale Residence
359	O-8 Reject Interval Partially Mechanized Switch Ports
360	O-8 Reject Interval Partially Mechanized UNE Combo Other
361	O-8 Reject Interval Partially Mechanized UNE Digital Loop ≥ DS1
362	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
363	O-8 Reject Interval Partially Mechanized UNE ISDN Loop
364	O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
365	O-8 Reject Interval Partially Mechanized UNE Other Design
366	O-8 Reject Interval Partially Mechanized UNE Other Non Design
367	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
368	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Design
369	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design
370	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non Design
371	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non Design
372	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Design
373	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Non Design
374	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business
375	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex
376	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)
377	O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs
378	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN
379	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting
380	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport
381	O-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
382	O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone
383	O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone
384	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing
385	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX
386	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence
387	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports
388	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other
389	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop ≥ DS1
390	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1
391	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop
392	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos
393	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
394	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non Design
395	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)
396	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Design
397	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Design
398	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Non Design
399	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Non Design
400	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design
401	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design
402	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business
403	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex
404	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)
405	O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs
406	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN
407	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting
408	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
409	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
410	O-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone
411	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
412	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
413	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
414	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
415	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
416	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop ≥ DS1
417	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
418	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop
419	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
420	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
421	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
422	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
423	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
424	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
425	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
426	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
427	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design
428	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design
429	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
430	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
431	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
432	O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
433	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
434	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
435	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
436	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
437	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
438	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
439	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
440	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
441	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop ≥ DS1
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
450	PO-1 Loop Makeup - Average Response Time - Manual
451	PO-2 Loop Makeup - Average Response Time - Electronic
452	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Residence
453	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Business
454	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Design
455	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale PBX
456	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Centrex
457	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale ISDN
458	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - LNP Standalone
459	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - INP Standalone
460	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop Design
461	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop Non-Design
462	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
463	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
464	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
465	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
466	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Digital Loop < DS1
467	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
468	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Switch ports
469	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Combo Other
470	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/ o conditioning
471	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
472	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE ISDN (includes UDC)
473	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Sharing With Conditioning
474	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Sharing Without Condition-ing
475	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Local Transport
476	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Splitting With Conditioning
477	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Splitting Without Condi-tioning
478	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE UDC/IDSL
479	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Other Design
480	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Other Non Design
481	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - EELs
482	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Residence
483	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Business
484	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Design
485	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale PBX
486	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex
487	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale ISDN
488	P-3 Percent Missed Installation Appointments Dispatch < 10 - LNP Standalone
489	P-3 Percent Missed Installation Appointments Dispatch < 10 - INP Standalone
490	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Design
491	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
492	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design
493	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
494	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design
495	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design
496	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop < DS1
497	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop ≥ DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
498	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports
499	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other
500	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
501	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
502	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE ISDN (includes UDC)
503	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing With Conditioning
504	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning
505	P-3 Percent Missed Installation Appointments Dispatch < 10 - Local Transport
506	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting With Conditioning
507	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning
508	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE UDC/IDSL
509	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Design
510	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Non Design
511	P-3 Percent Missed Installation Appointments Dispatch < 10 - EELs
512	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Residence
513	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Business
514	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Design
515	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale PBX
516	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Centrex
517	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale ISDN
518	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - LNP Standalone
519	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - INP Standalone
520	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop Design
521	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
522	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
523	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
524	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
525	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
526	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
527	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
528	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Switch ports

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
529	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Combo Other
530	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
531	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
532	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
533	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
534	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
535	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Local Transport
536	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Splitting With Conditioning
537	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
538	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE UDC/IDSL
539	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Other Design
540	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Other Non Design
541	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - EELs
542	P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
543	P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
544	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Residence
545	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Business
546	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Design
547	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale PBX
548	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Centrex
549	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale ISDN
550	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - LNP Standalone
551	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - INP Standalone
552	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Design
553	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Non-Design
554	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
555	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
556	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
557	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
558	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop < DS1
559	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
560	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Switch ports
561	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Combo Other
562	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
563	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
564	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE ISDN (includes UDC)
565	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing With Conditioning
566	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
567	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Local Transport
568	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting With Conditioning
569	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
570	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE UDC/IDSL
571	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Design
572	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Non Design
573	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - EELs
574	P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
575	P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
576	P-3 Percent Missed Installation Appointments - Local Interconnection Trunks
577	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Residence
578	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Business
579	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Design
580	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale PBX
581	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
582	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale ISDN
583	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - LNP Standalone
584	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - INP Standalone
585	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop Design
586	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop Non-Design
587	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
588	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
589	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
590	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
591	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Digital Loop < DS1
592	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
593	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Switch ports
594	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Combo Other
595	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
596	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
597	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE ISDN (includes UDC)
598	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Sharing With Conditioning
599	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
600	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Local Transport
601	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Splitting With Conditioning

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
602	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
603	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE UDC/IDSL
604	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Other Design
605	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Other Non Design
606	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - EELs
607	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Residence
608	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Business
609	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Design
610	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale PBX
611	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Centrex
612	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale ISDN
613	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - LNP Standalone
614	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - INP Standalone
615	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop Design
616	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop Non-Design
617	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Design
618	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
619	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/INP Design
620	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/INP Non Design
621	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Digital Loop < DS1
622	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Digital Loop ≥ DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
623	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Switch ports
624	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Combo Other
625	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
626	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
627	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE ISDN (includes UDC)
628	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing With Conditioning
629	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing Without Conditioning
630	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Local Transport
631	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting With Conditioning
632	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting Without Conditioning
633	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE UDC/IDSL
634	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Other Design
635	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Other Non Design
636	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - EELs
637	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Residence
638	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Business
639	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Design
640	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale PBX
641	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Centrex
642	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale ISDN
643	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - LNP Standalone

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
644	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - INP Standalone
645	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop Design
646	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
647	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
648	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
649	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
650	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
651	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
652	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
653	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Switch ports
654	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Combo Other
655	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
656	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
657	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
658	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
659	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
660	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Local Transport
661	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Splitting With Conditioning
662	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
663	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE UDC/IDSL

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
664	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Other Design
665	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Other Non Design
666	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - EELs
667	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
668	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
669	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Residence
670	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Business
671	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Design
672	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale PBX
673	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Centrex
674	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale ISDN
675	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - LNP Standalone
676	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - INP Standalone
677	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop Design
678	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design
679	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
680	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
681	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
682	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
683	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Digital Loop < DS1
684	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Digital Loop ≥ DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
685	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Switch ports
686	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Combo Other
687	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
688	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
689	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE ISDN (includes UDC)
690	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing With Conditioning
691	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
692	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Local Transport
693	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting With Conditioning
694	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
695	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE UDC/IDSL
696	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Other Design
697	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Other Non Design
698	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - EELs
699	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
700	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
701	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Local Interconnection Trunks
702	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 IDLC
703	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Non Time Specific
704	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL 1 Time Specific
705	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 IDLC

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
706	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Non Specific
707	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Specific
708	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
709	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
710	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
711	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
712	P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP
713	P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
714	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL
715	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL
716	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other
717	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL
718	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Residence
719	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Business
720	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Design
721	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale PBX
722	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Centrex
723	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale ISDN
724	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - LNP Standalone
725	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - INP Standalone
726	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Design
727	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Non-Design
728	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
729	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
730	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
731	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
732	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop < DS1
733	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
734	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Switch ports
735	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Combo Other
736	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
737	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE ISDN (includes UDC)
738	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Sharing
739	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Local Transport
740	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Splitting
741	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Design
742	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Non Design
743	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - EELs
744	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
745	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
746	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
747	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
748	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
749	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
750	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
751	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
752	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
753	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
754	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
755	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
756	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design
757	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design
758	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
759	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop ≥ DS1
760	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
761	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
762	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
763	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
764	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
765	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
766	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
767	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
768	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
769	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
770	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Residence
771	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Business
772	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Design
773	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale PBX
774	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Centrex
775	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale ISDN
776	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - LNP Standalone
777	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - INP Standalone
778	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop Design
779	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
780	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
781	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
782	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
783	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
784	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
785	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
786	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Switch ports
787	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Combo Other
788	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
789	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
790	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Sharing
791	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Local Transport
792	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Splitting
793	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Design
794	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Non Design
795	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - EELs
796	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
797	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
798	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence
799	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business
800	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design
801	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX
802	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex
803	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN
804	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone
805	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone
806	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Design
807	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Non-Design
808	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
809	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
810	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
811	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
812	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1
813	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
814	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
815	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
816	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
817	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
818	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
819	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
820	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
821	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
822	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
823	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
824	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
825	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
826	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
827	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
828	P-13C: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP – (Standalone)
829	P-13D: LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger) • LNP (Normal Working Hours and Approved After Hours) • LNP (Unscheduled After Hours Ports)
830	TGP-2 Trunk Group Performance CLEC Specific

B.2 Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices – CABS
6	B-3 Usage Data Delivery Accuracy
7	B-10: Percent Billing Errors Corrected in "X" Business Days - State[a] [a]Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
9	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
11	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
12	C-3 Collocation Percent of Due Dates Missed - State
13	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
14	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
15	CM-1 Timeliness of Change Management Notices
16	CM-3 Timeliness of Documents Associated with Change
17	CM-6 Percent of Software Errors Corrected in X (10, 30, 45) Business Days - Region
18	CM-7 Percent of Change Requests Accepted or Rejected Within 10 Days - Region
19	CM-11 Percent of Change Requests Implemented Within 60 Weeks of Prioritization - Region
20	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
21	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
22	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
23	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
25	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
26	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
27	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
28	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
29	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop ≥ DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
34	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
35	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
36	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
37	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
38	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design
39	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non Design
40	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design
41	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design
42	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
43	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
44	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
45	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN
46	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
47	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
48	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
49	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence
50	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other
51	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop ≥ DS1
52	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
53	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
54	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
55	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
56	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
57	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
58	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Design
59	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Non Design
60	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
61	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
62	MR-2 Customer Trouble Report Rate - Resale Business
63	MR-2 Customer Trouble Report Rate - Resale Centrex
64	MR-2 Customer Trouble Report Rate - Resale Design
65	MR-2 Customer Trouble Report Rate - Resale ISDN
66	MR-2 Customer Trouble Report Rate - Local Transport
67	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
68	MR-2 Customer Trouble Report Rate - Resale PBX

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
69	MR-2 Customer Trouble Report Rate - Resale Residence
70	MR-2 Customer Trouble Report Rate - UNE Combo Other
71	MR-2 Customer Trouble Report Rate - UNE Digital Loop ≥ DS1
72	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
73	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
74	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
75	MR-2 Customer Trouble Report Rate - UNE Line Sharing
76	MR-2 Customer Trouble Report Rate - UNE Switch ports
77	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
78	MR-2 Customer Trouble Report Rate - UNE Other - Design
79	MR-2 Customer Trouble Report Rate - UNE Other - Non Design
80	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design
81	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
82	MR-3 Maintenance Average Duration Dispatch - Resale Business
83	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
84	MR-3 Maintenance Average Duration Dispatch - Resale Design
85	MR-3 Maintenance Average Duration Dispatch - Resale ISDN
86	MR-3 Maintenance Average Duration Dispatch - Local Transport
87	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
88	MR-3 Maintenance Average Duration Dispatch - Resale PBX
89	MR-3 Maintenance Average Duration Dispatch - Resale Residence
90	MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
91	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop ≥ DS1
92	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
93	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
94	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
95	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
96	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
97	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
98	MR-3 Maintenance Average Duration Dispatch - UNE Other - Design
99	MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design
100	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
101	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
102	MR-3 Maintenance Average Duration Non Dispatch - Resale Business
103	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex
104	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
105	MR-3 Maintenance Average Duration Non Dispatch Resale ISDN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
106	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
107	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
108	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
109	MR-3 Maintenance Average Duration Non Dispatch - Resale Residence
110	MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other
111	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop ≥ DS1
112	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
113	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
114	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
115	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
116	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports
117	MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
118	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Design
119	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Non Design
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Design
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
122	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business
123	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex
124	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
125	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN
126	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
127	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
128	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
129	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence
130	MR-4 Percent Repeat Trouble within 30 Days Dispatch -UNE Combo Other
131	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop ≥ DS1
132	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
133	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
134	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
135	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
136	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
137	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
138	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Design
139	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Non Design
140	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design
141	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
142	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
143	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
144	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
145	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale ISDN
146	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport
147	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
148	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
149	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence
150	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other
151	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop ≥ DS1
152	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
153	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
154	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo
155	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
156	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
157	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
158	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Design
159	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Non Design
160	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Design
161	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
162	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
163	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex
164	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
165	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN
166	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
167	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
168	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
169	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
170	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other
171	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop ≥ DS1
172	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
173	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
174	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
175	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
176	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
177	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
178	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Design
179	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
180	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
181	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design
182	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
183	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex
184	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
185	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN
186	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
187	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
188	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
189	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence
190	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other
191	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop ≥ DS1
192	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
193	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
194	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
195	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
196	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
197	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
198	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Design
199	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Non Design
200	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
201	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
202	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
203	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
204	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design
205	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design
206	O-11 FOC & Reject Completeness Fully Mechanized Resale Business
207	O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
208	O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
209	O-11 FOC & Reject Completeness Fully Mechanized EEL's
210	O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
211	O-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting
212	O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
213	O-11 FOC & Reject Completeness Local Interconnection Trunks
214	O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
215	O-11 FOC & Reject Completeness Fully Mechanized INP Standalone
216	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
217	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
218	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
219	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
220	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
221	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop ≥ DS1
222	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
223	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop
224	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
225	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
226	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
227	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
228	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
229	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
230	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
231	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
232	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design
233	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design
234	O-11 FOC & Reject Completeness Non Mechanized Resale Business
235	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
236	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
237	O-11 FOC & Reject Completeness Non Mechanized EEL's
238	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
239	O-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting
240	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
241	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
242	O-11 FOC & Reject Completeness Non Mechanized INP Standalone
243	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
244	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
245	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
246	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
247	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
248	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop ≥ DS1
249	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
250	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop
251	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
252	O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
253	O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
254	O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
255	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
256	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
257	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
258	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
259	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design
260	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design
261	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
262	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
263	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
264	O-11 FOC & Reject Completeness Partially Mechanized EEL's
265	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
266	O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting
267	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
268	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
269	O-11 FOC & Reject Completeness Partially Mechanized INP Standalone
270	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
271	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
272	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
273	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
274	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
275	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop ≥ DS1
276	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
277	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop
278	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
279	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
280	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
281	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
282	O-12 Speed of Answer in Ordering Center CLEC Local Carrier Service Center
283	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
284	O-1 Acknowledgement Message Timeliness (Electronically) - TAG
285	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
286	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
287	O-3 Percent flow-through Service Requests (Summary) Business
288	O-3 Percent flow-through Service Requests (Summary) LNP
289	O-3 Percent flow-through Service Requests (Summary) Residence
290	O-3 Percent flow-through Service Requests (Summary) UNE Loops

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
291	O-3 Percent flow-through Service Requests (Summary) UNE-P
292	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
293	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
294	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
295	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
296	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design
297	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design
298	O-8 Reject Interval Fully Mechanized Resale Business
299	O-8 Reject Interval Fully Mechanized Resale Centrex
300	O-8 Reject Interval Fully Mechanized Resale Design (Special)
301	O-8 Reject Interval Fully Mechanized EELs
302	O-8 Reject Interval Fully Mechanized Resale ISDN
303	O-8 Reject Interval Fully Mechanized UNE Line Splitting
304	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
305	O-8 Reject Interval Local Interconnection Trunks
306	O-8 Reject Interval Fully Mechanized LNP Standalone
307	O-8 Reject Interval Fully Mechanized INP Standalone
308	O-8 Reject Interval Fully Mechanized Line Sharing
309	O-8 Reject Interval Fully Mechanized Resale PBX
310	O-8 Reject Interval Fully Mechanized Resale Residence
311	O-8 Reject Interval Fully Mechanized Switch Ports
312	O-8 Reject Interval Fully Mechanized UNE Combo Other
313	O-8 Reject Interval Fully Mechanized UNE Digital Loop ≥ DS1
314	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
315	O-8 Reject Interval Fully Mechanized UNE ISDN Loop
316	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
317	O-8 Reject Interval Fully Mechanized UNE Other Design
318	O-8 Reject Interval Fully Mechanized UNE Other Non Design
319	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
320	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
321	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
322	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
323	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
324	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
325	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design
326	O-8 Reject Interval Non Mechanized Resale Business
327	O-8 Reject Interval Non Mechanized Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
328	O-8 Reject Interval Non Mechanized Resale Design (Special)
329	O-8 Reject Interval Non Mechanized EELs
330	O-8 Reject Interval Non Mechanized Resale ISDN
331	O-8 Reject Interval Non Mechanized UNE Line Splitting
332	O-8 Reject Interval Non Mechanized Local Interoffice Transport
333	O-8 Reject Interval Non Mechanized LNP Standalone
334	O-8 Reject Interval Non Mechanized INP Standalone
335	O-8 Reject Interval Non Mechanized Line Sharing
336	O-8 Reject Interval Non Mechanized Resale PBX
337	O-8 Reject Interval Non Mechanized Resale Residence
338	O-8 Reject Interval Non Mechanized Switch Ports
339	O-8 Reject Interval Non Mechanized UNE Combo Other
340	O-8 Reject Interval Non Mechanized UNE Digital Loop ≥ DS1
341	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
342	O-8 Reject Interval Non Mechanized UNE ISDN Loop
343	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
344	O-8 Reject Interval Non Mechanized UNE Other Design
345	O-8 Reject Interval Non Mechanized UNE Other Non Design
346	O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
347	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
348	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
349	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
350	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
351	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
352	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
353	O-8 Reject Interval Partially Mechanized Resale Business
354	O-8 Reject Interval Partially Mechanized Resale Centrex
355	O-8 Reject Interval Partially Mechanized Resale Design (Special)
356	O-8 Reject Interval Partially Mechanized EEL's
357	O-8 Reject Interval Partially Mechanized Resale ISDN
358	O-8 Reject Interval Partially Mechanized UNE Line Splitting
359	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
360	O-8 Reject Interval Partially Mechanized LNP Standalone
361	O-8 Reject Interval Partially Mechanized INP Standalone
362	O-8 Reject Interval Partially Mechanized Line Sharing
363	O-8 Reject Interval Partially Mechanized Resale PBX
364	O-8 Reject Interval Partially Mechanized Resale Residence

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
365	O-8 Reject Interval Partially Mechanized Switch Ports
366	O-8 Reject Interval Partially Mechanized UNE Combo Other
367	O-8 Reject Interval Partially Mechanized UNE Digital Loop ≥ DS1
368	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
369	O-8 Reject Interval Partially Mechanized UNE ISDN Loop
370	O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
371	O-8 Reject Interval Partially Mechanized UNE Other Design
372	O-8 Reject Interval Partially Mechanized UNE Other Non Design
373	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
374	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Design
375	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design
376	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non Design
377	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non Design
378	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Design
379	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Non Design
380	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business
381	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex
382	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)
383	O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs
384	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN
385	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting
386	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport
387	O-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
388	O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone
389	O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone
390	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing
391	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX
392	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence
393	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports
394	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other
395	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop ≥ DS1
396	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1
397	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop
398	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos
399	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design
400	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non Design
401	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
402	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Design
403	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Design
404	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Non Design
405	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Non Design
406	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design
407	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design
408	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business
409	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex
410	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)
411	O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs
412	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN
413	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting
414	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
415	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
416	O-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone
417	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
418	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
419	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
420	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
421	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
422	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop ≥ DS1
423	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
424	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop
425	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
426	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
427	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
428	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
429	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
430	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
431	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
432	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
433	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design
434	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design
435	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
436	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
437	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
438	O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
439	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
440	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
441	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop ≥ DS1
450	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
451	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
452	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
453	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
454	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
455	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
456	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS ATLAS
457	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP
458	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
459	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
460	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-ADDR
461	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-TN
462	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS
463	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
464	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS-TAG-CSR
465	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP
466	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-ADDR
467	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-TN
468	OSS-2 OSS Availability (Pre-Ordering) EDI
469	OSS-2 OSS Availability (Pre-Ordering) LENS
470	OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME
471	OSS-2 OSS Availability (Pre-Ordering) LESOG
472	OSS-2 OSS Availability (Pre-Ordering) PSIMS

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
473	OSS-2 OSS Availability (Pre-Ordering) TAG
474	OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)
475	OSS-2 OSS Availability (Pre-Ordering) COG
476	OSS-2 OSS Availability (Pre-Ordering) SOG
477	OSS-2 OSS Availability (Pre-Ordering) DOM
478	OSS-3 OSS Availability (Maintenance and Repair) CLEC ECTA
479	OSS-3 OSS Availability (Maintenance and Repair) CLEC TAFI
480	OSS-4 Response Interval (Maintenance and Repair) CRIS
481	OSS-4 Response Interval (Maintenance and Repair) DLETH
482	OSS-4 Response Interval (Maintenance and Repair) DLR
483	OSS-4 Response Interval (Maintenance and Repair) LMOS
484	OSS-4 Response Interval (Maintenance and Repair) LMOSupd
485	OSS-4 Response Interval (Maintenance and Repair) LNP
486	OSS-4 Response Interval (Maintenance and Repair) MARCH
487	OSS-4 Response Interval (Maintenance and Repair) NIW
488	OSS-4 Response Interval (Maintenance and Repair) OSPCM
489	OSS-4 Response Interval (Maintenance and Repair) Predictor
490	OSS-4 Response Interval (Maintenance and Repair) SOCS
491	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Residence
492	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Business
493	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Design
494	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale PBX
495	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale Centrex
496	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Resale ISDN
497	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - LNP Standalone
498	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - INP Standalone
499	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop Design
500	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop Non-Design
501	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
502	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
503	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
504	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
505	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Digital Loop < DS1
506	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
507	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
508	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Combo Other
509	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
510	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
511	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE ISDN (includes UDC)
512	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Sharing With Conditioning
513	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
514	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - Local Transport
515	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Splitting With Conditioning
516	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
517	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE UDC/IDSL
518	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Other Design
519	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Other Non Design
520	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - EELs
521	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Residence
522	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Business
523	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Design
524	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale PBX
525	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex
526	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale ISDN
527	P-3 Percent Missed Installation Appointments Dispatch < 10 - LNP Standalone
528	P-3 Percent Missed Installation Appointments Dispatch < 10 - INP Standalone
529	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Design
530	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
531	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design
532	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
533	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design
534	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design
535	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop < DS1
536	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop ≥ DS1
537	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports
538	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other
539	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
540	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
541	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE ISDN (includes UDC)
542	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing With Conditioning
543	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning
544	P-3 Percent Missed Installation Appointments Dispatch < 10 - Local Transport
545	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting With Conditioning
546	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning
547	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting - UNE UDC/IDSL
548	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Design
549	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Non Design
550	P-3 Percent Missed Installation Appointments Dispatch < 10 - EELs
551	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Residence
552	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Business
553	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Design
554	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale PBX
555	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale Centrex
556	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Resale ISDN
557	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - LNP Standalone
558	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - INP Standalone
559	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop Design
560	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
561	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
562	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
563	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
564	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
565	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
566	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
567	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Switch ports
568	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Combo Other
569	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
570	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
571	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
572	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
573	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
574	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - Local Transport
575	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Splitting With Conditioning
576	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
577	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Splitting - UNE UDC/ IDSL
578	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Other Design
579	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Other Non Design
580	P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - EELs
581	P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
582	P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
583	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Residence
584	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Business
585	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Design
586	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale PBX
587	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Centrex
588	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale ISDN
589	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - LNP Standalone
590	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - INP Standalone
591	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Design
592	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Non-Design
593	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
594	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
595	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
596	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
597	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop < DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
598	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
599	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Switch ports
600	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Combo Other
601	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
602	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
603	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE ISDN (includes UDC)
604	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing With Conditioning
605	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
606	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Local Transport
607	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting With Conditioning
608	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
609	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting - UNE UDC/ IDSL
610	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Design
611	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Non Design
612	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - EELs
613	P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
614	P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
615	P-3 Percent Missed Installation Appointments - Local Interconnection Trunks
616	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Residence
617	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Business
618	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Design
619	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale PBX
620	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale Centrex
621	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Resale ISDN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
622	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - LNP Standalone
623	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - INP Standalone
624	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop Design
625	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop Non-Design
626	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
627	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
628	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
629	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
630	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Digital Loop < DS1
631	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
632	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Switch ports
633	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Combo Other
634	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
635	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
636	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE ISDN (includes UDC)
637	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Sharing With Conditioning
638	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
639	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - Local Transport
640	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Splitting With Conditioning
641	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Splitting Without Conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
642	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE UDC/IDSL
643	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Other Design
644	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Other Non Design
645	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - EELs
646	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Residence
647	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Business
648	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Design
649	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale PBX
650	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Centrex
651	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale ISDN
652	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - LNP Standalone
653	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - INP Standalone
654	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop Design
655	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop Non-Design
656	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Design
657	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
658	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/INP Design
659	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/INP Non Design
660	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Digital Loop < DS1
661	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Digital Loop ≥ DS1
662	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
663	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Combo Other
664	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
665	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
666	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE ISDN (includes UDC)
667	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing With Conditioning
668	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing Without Conditioning
669	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Local Transport
670	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting With Conditioning
671	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting Without Conditioning
672	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE UDC/IDSL
673	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Other Design
674	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Other Non Design
675	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - EELs
676	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Residence
677	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Business
678	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Design
679	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale PBX
680	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale Centrex
681	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Resale ISDN
682	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - LNP Standalone
683	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - INP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
684	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop Design
685	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
686	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
687	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
688	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
689	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
690	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
691	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
692	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Switch ports
693	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Combo Other
694	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
695	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
696	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
697	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
698	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
699	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - Local Transport
700	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Splitting With Conditioning
701	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
702	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE UDC/IDSL
703	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Other Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
704	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Other Non Design
705	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - EELs
706	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
707	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
708	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Residence
709	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Business
710	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Design
711	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale PBX
712	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale Centrex
713	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Resale ISDN
714	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - LNP Standalone
715	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - INP Standalone
716	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop Design
717	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design
718	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
719	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
720	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
721	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
722	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Digital Loop < DS1
723	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
724	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
725	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Combo Other
726	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
727	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
728	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE ISDN (includes UDC)
729	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing With Conditioning
730	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
731	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - Local Transport
732	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting With Conditioning
733	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
734	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE UDC/IDSL
735	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Other Design
736	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Other Non Design
737	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - EELs
738	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
739	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
740	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Local Interconnection Trunks
741	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 IDLC
742	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Non Time Specific
743	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL 1 Time Specific
744	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 IDLC
745	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Non Specific

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
746	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Specific
747	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
748	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
749	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
750	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
751	P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP
752	P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
753	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL
754	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL
755	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other
756	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL
757	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Residence
758	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Business
759	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Design
760	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale PBX
761	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Centrex
762	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale ISDN
763	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - LNP Standalone
764	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - INP Standalone
765	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Design
766	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Non-Design
767	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
768	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
769	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
770	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
771	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop < DS1
772	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
773	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Switch ports
774	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Combo Other
775	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
776	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE ISDN (includes UDC)
777	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Sharing
778	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Local Transport
779	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Splitting
780	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Design
781	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Non Design
782	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - EELs
783	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
784	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
785	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
786	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
787	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
788	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
789	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
790	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
791	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
792	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
793	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
794	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
795	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design
796	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design
797	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
798	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop ≥ DS1
799	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
800	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
801	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
802	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
803	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
804	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
805	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
806	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
807	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
808	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs
809	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Residence
810	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Business

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
811	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Design
812	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale PBX
813	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Centrex
814	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale ISDN
815	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - LNP Standalone
816	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - INP Standalone
817	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop Design
818	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
819	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
820	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
821	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
822	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
823	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
824	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
825	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Switch ports
826	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Combo Other
827	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
828	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
829	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Sharing
830	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Local Transport

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
831	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Splitting
832	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Design
833	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Non Design
834	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - EELs
835	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
836	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
837	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence
838	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business
839	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design
840	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX
841	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex
842	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN
843	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone
844	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone
845	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Design
846	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Non-Design
847	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
848	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
849	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
850	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
851	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
852	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
853	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
854	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
855	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
856	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
857	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
858	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
859	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
860	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
861	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
862	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
863	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
864	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
865	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
866	P-11 Service Order Accuracy - Resale
867	P-11 Service Order Accuracy - UNE
868	P-11 Service Order Accuracy - UNE-P
869	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
870	P-13C: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP – (Standalone)
871	P-13D: LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger) • LNP (Normal Working Hours and Approved After Hours) • LNP (Unscheduled After Hours Ports)
872	PO-1 Loop Makeup - Average Response Time - Manual
873	PO-2 Loop Makeup - Average Response Time - Electronic
874	TGP-1 Trunk Group Performance CLEC Aggregate

C: Statistical Properties and Definitions

The statistical process for testing whether BellSouth's (BST) wholesale customers (alternative local exchange carriers or ALECs) are being treated equally with BST's retail customers involves more than a simple mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are the type of:

- data
- comparison
- performance

This section describes the properties of a test methodology and the truncated Z statistic for four types of measures.

C.1 Necessary Properties for a Test Methodology

Once the key elements are determined, a test methodology should be developed that complies with the following properties:

- Like-to-Like Comparisons
- Aggregate Level Test Statistic
- Production Mode Process
- Balancing
- Trimming

C.1.1 Like-to-Like Comparisons

When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched residential, new orders. The testing process should:

- Identify variables that may affect the performance measure
- Record these important confounding covariates
- Adjust for the observed covariates in order to remove potential biases and to make the CLEC and the ILEC units as comparable as possible

C.1.2 Aggregate Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision make a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties:

- The method should provide a single overall index on a standard scale.
- If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done.
- The contribution of each comparison cell should depend on the number of observations in the cell.
- Cancellation between comparison cells should be limited.
- The index should be a continuous function of the observations.

C.1.3 Production Mode Process

The decision system must be developed so that it does not require intermediate manual intervention, i.e., the process must be mechanized to the extent possible.

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.

C.1.4 Balancing

The testing methodology should balance Type I and Type II Error probabilities.

- P (Type I Error) = P (Type II Error) for well-defined null and alternative hypotheses.
- The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e., one should avoid methods that require computationally intensive techniques.
- Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

C.1.5 Trimming

Trimming of extreme observations from BellSouth and CLEC distributions is needed in order to ensure that a fair comparison is made between performance measures. Three conditions are needed to accomplish this goal. These conditions are:

- Trimming should be based on a general rule that can be used in a production setting.
- Trimmed observations should not simply be discarded; they need to be examined and possibly used in the final decision-making process.

- Trimming should only be used on performance measures that are sensitive to "outliers."

C.1.6 Measurement Types

The performance measurements that will undergo testing are of four types: mean, ratio, proportion, and rate. All four have similar characteristics. Different types of data are used to calculate them. Table C-1 shows the type of data that is used to derive each measurement type.

Table C-1: Measurements Types and Data

Measurement Type	Data Used to Derive Measure
Mean	Interval measurements
Ratio	
Proportion	Counts
Rate	

C.2 Testing Methodology – The Truncated Z

The calculation of the Truncated Z statistic is described in Appendix A of the "Louisiana Statistician's Report." The methodology described in this document is the same as that described in the "Statistician's Report;" however, this document contains extra technical details to avoid undefined situations when programming the technique.

In summary, many covariates are chosen in order to provide meaningful comparison levels below the submetric level chosen for the parity comparison. This includes such factors as wire center and time of month, as well as order type for provisioning measures. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the CLEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted sum of the truncated statistics is calculated where a cell's weight depends on the volume of BST and CLEC orders in the cell. The weighted sum is standardized by the subtracting theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted sum. Summaries based on measurement type are given for the calculation of the cell Z statistic.

C.2.1 Mean Measures

For mean measures, an adjusted, asymmetric t statistic is calculated for each like-to-like cell that has at least seven BST and seven CLEC transactions. This statistic is an adjustment to the modified z statistic in order to make the assumption that the statistic is approximately normally distributed more reasonable even for fairly small sample sizes. The adjusted, asymmetric t statistic is part of the methodology described in the "Statistician's Report," and it has been

documented for the statistical community in the August 2001 issue of The American Statistician,[1] a peer review statistics journal. The statistic was created for mean performance measure parity tests in order to reduce the number of permutation tests needed for calculating cell statistics. Several sets of BST/CLEC mean measure data from Louisiana were examined in order to determine when the adjustment results give approximately the same results as a permutation test. The result is that a permutation test is used when one or both of the BST and CLEC sample sizes is less than seven. The adjusted, asymmetric t statistic and the permutation calculation are described below.

C.2.2 Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the cell Z and the moments for the truncated cell Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large ($n_{ij}p_{ij}(1-p_{ij}) > 9$), a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, the hypergeometric distribution is the exact permutation distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

C.2.3 Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For the rate measure customer trouble report rate there are a fixed number of access lines in service for the CLEC, b_{2j}, and a fixed number for BST, b_{1j}. The modeling assumption is that the occurrence of a trouble is independent between access lines, and the number of troubles in b access lines follows a Poisson distribution with mean λb where λ is the probability of a trouble per 1 access line and b ($= b_{1j} + b_{2j}$) is the total number of access lines in service. The exact permutation distribution for this situation is the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of BST and CLEC troubles, n, and the proportion of BST access lines in service, $q_j = b_{1j}/b$

In an adjustment cell, if the number of CLEC troubles is greater than 15 and the number of BST troubles is greater than 15, and $n_{ij}q_{ij}(1-q_{ij}) > 9$, then a normal approximation can be used. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of CLEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (CLEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

1. Balkin, S. D. and Mallows, C. L. (2001), "An Adjusted, Asymmetric Two-Sample t Test," The American Statistician, 55, 203-206.

C.2.4 Ratio Measures

The current plan contains no measures that call for the use of a Z parity statistic.

D: Statistical Formulas and Technical Description

D.1 Notation and Exact Testing Distributions

Below, we have detailed the basic notation for the construction of the truncated z statistic. In what follows the word "cell" should be taken to mean a like-to-like comparison cell that has both one (or more) ILEC observation and one (or more) CLEC observation. Additionally, at the cell level, BellSouth uses the SQM retail analog as a guide to determine the specific products that should be compared in each cell.

$L =$ the total number of occupied cells

$j =$ $1,\ldots,L$; an index for the cells

$n_{1j} =$ the number of ILEC transactions in cell j

$n_{2j} =$ the number of CLEC transactions in cell j

$n_j =$ the total number transactions in cell j; $n_{1j} + n_{2j}$

$X_{1jk} =$ individual ILEC transactions in cell j; $k = 1,\ldots, n_{1j}$

$X_{2jk} =$ individual CLEC transactions in cell j; $k = 1,\ldots, n_{2j}$

$Y_{jk} =$ individual transaction (both ILEC and CLEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1,\ldots,n_{1j} \\ X_{2jk} & k = n_{1j}+1,\ldots,n_j \end{cases}$$

$\Phi^{-1}(\cdot) =$ the inverse of the cumulative standard normal distribution function

For Mean Performance Measures the following additional notation is needed.

$\overline{X}_{1j}$ = The ILEC sample mean of cell j

$\overline{X}_{2j}$ = The CLEC sample mean of cell j

s_{1j}^2 = The ILEC sample variance in cell j

s_{2j}^2 = The CLEC sample variance in cell j

$\{y_{jk}\}$ = a random sample of size n_{2j} from the set of $Y_{j1},\ldots,Y_{jn_j}$; $k = 1,\ldots,n_{2j}$

M_j = The total number of distinct pairs of samples of size n_{1j} and n_{2j};

$$= \binom{n_j}{n_{1j}}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably, because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z" can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\textit{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \le t) = \frac{\textit{the number of samples with sum } \le t}{M_j}$$

For Proportion Performance Measures the following notation is defined

a_{1j} = The number of ILEC cases possessing an attribute of interest in cell j

a_{2j} = The number of CLEC cases possessing an attribute of interest in cell j

a_j = The number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is:

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\binom{n_{1j}}{h}\binom{n_{2j}}{a_j - h}}{\binom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \le h \le \min(a_j, n_{1j}) \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative hypergeometric distribution is:

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \sum_{h=\max(0, a_j - n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \le x \le \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

For Rate Measures, the notation needed is defined as

b_{1j} = The number of ILEC base elements in cell j

b_{2j} = The number of CLEC base elements in cell j

b_j = The total number of base elements in cell j; $b_{1j} + b_{2j}$

$\hat{r}_{1j}$ = The ILEC sample rate of cell j; n_{1j}/b_{1j}

$\hat{r}_{2j}$ = The CLEC sample rate of cell j; n_{2j}/b_{2j}

q_j = The relative proportion of ILEC elements for cell j; b_{1j}/b_j

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1-q_j)^{n_j - k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

$$CBN(x) = P(B \le x) = \begin{cases} 0 & x < 0 \\ \sum_{k=0}^{x} BN(k), & 0 \le x \le n_j \\ 1 & x > n_j \end{cases}$$

For Ratio Performance Measures the following additional notation is needed.

U_{1jk} = additional quantity of interest of an individual ILEC transaction in cell j; k = 1,…, n_{1j}

U_{2jk} = additional quantity of interest of an individual CLEC transaction in cell j; k = 1,…, n_{2j}

$\hat{R}_{ij}$ = the ILEC (I = 1) or CLEC (i = 2) ratio of the total additional quantity of interest to the base transaction total in cell j, i.e., $\sum_k U_{ijk} / \sum_k X_{ijk}$

D.2 Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below.

D.2.1 Calculate Cell Weights (W_j)

A weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formulae will depend on the type of measure.

Mean or Ratio Measure

$$W_j = \sqrt{\frac{n_{1j} n_{2j}}{n_j}}$$

Proportion Measure

$$W_j = \sqrt{\frac{n_{2j} n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

Rate Measure

$$W_j = \sqrt{\frac{b_{1j} b_{2j}}{b_j} \cdot \frac{n_j}{b_j}}$$

D.2.2 Calculate a Z Value (Z_j) for each Cell

A Z statistic with mean 0 and variance 1 is needed for each cell.

- If $W_j = 0$, set $Z_j = 0$.
- Otherwise, the actual Z statistic calculation depends on the type of performance measure.

Mean Measure

$$Z_j = \Phi^{-1}(\alpha)$$

where α is determined by the following algorithm.

If $\min(n_{1j}, n_{2j}) > 6$, then determine α as

$$\alpha = P(t_{n_{1j}-1} \leq T_j)$$

that is, α is the probability that a t random variable with n_{1j} - 1 degrees of freedom, is less than

$$T_j = \begin{cases} t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_j^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & t_j \geq t_{\min j} \\ t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_{\min j}^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & \text{otherwise} \end{cases}$$

where

$$t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

$$t_{\min j} = \frac{-3\sqrt{n_{1j}n_{2j}n_j}}{g(n_{1j}+2n_{2j})}$$

and *g* is the median value of all values of

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j}-1)(n_{1j}-2)}\sum_k\left(\frac{X_{1jk}-\bar{X}_{1j}}{s_{1j}}\right)^3$$

with $n_{1j} > n_{3q}$ for all values of *j*. n_{3q} is the 3 quartile of all values of n_{1j}.

Note, that t_j is the "modified Z" statistic. The statistic T_j is a "modified Z" corrected for the skewness of the ILEC data.

If $\min(n_{1j}, n_{2j}) \leq 6$, and

- $M_j \leq 1{,}000$ (the total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less).
  - Calculate the sample sum for all possible samples of size n_{2j}.
  - Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
  - Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

- $M_j > 1{,}000$
  - Draw a random sample of 1,000 sample sums from the permutation distribution.
  - Add the observed sample sum to the list. There are a total of 1001 sample sums. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
  - Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}$$

Proportion Measure

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

Rate Measure

$$Z_j = \frac{n_{1j} - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}$$

Ratio Measure

$$Z_j = \frac{\hat{R}_{1j} - \hat{R}_{2j}}{\sqrt{V(\hat{R}_{1j})\left(\frac{1}{n_{1j}} + \frac{1}{n_{2j}}\right)}}$$

$$V(\hat{R}_{1j}) = \frac{\sum_k \left(U_{1jk} - \hat{R}_{1j} X_{1jk}\right)^2}{\bar{X}_{1j}^2 (n_{1j} - 1)} = \frac{\sum_k U_{1jk}^2 - 2\hat{R}_{1j} \sum_k \left(U_{1jk} X_{1jk}\right) + \hat{R}_{1j}^2 \sum_k X_{1jk}^2}{\bar{X}_{1j}^2 (n_{1j} - 1)}$$

D.2.3 Obtain a Truncated Z Value for each Cell (Z^*_j)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. Mathematically, this is written as

$$Z^*_j = \min(0, Z_j)$$

D.2.4 Calculate the Theoretical Mean and Variance

Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z^*_j \mid H_0)$ and $Var(Z^*_j \mid H_0)$. To compensate for the truncation in step 3, an aggregated, weighted sum of the Z^*_j will need to be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

- If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formulae for calculating $E(Z^*_j \mid H_0)$ and $Var(Z^*_j \mid H_0)$ cannot be used. Set both equal to 0.
- If $\min(n_{1j}, n_{2j}) > 6$ for a mean measure, $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$ for a proportion measure, $\min\left(n_{1j}, n_{2j}\right) > 15 \text{ and } n_j q_j (1-q_j) > 9$ for a rate measure, or n_{1j} and n_{2j} are large for a ratio measure then

$$E(Z^*_j \mid H_0) = -\frac{1}{\sqrt{2\pi}}$$

and

$$Var(Z^*_j \mid H_0) = \frac{1}{2} - \frac{1}{2\pi}$$

- Otherwise, determine the total number of values for Z^*_j. Let z_{ji} and θ_{ji}, denote the values of Z^*_j and the probabilities of observing each value, respectively.

$$E(Z^*_j \mid H_0) = \sum_i \theta_{ji} z_{ji}$$

and

$$\mathrm{Var}(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[\mathrm{E}(Z_j^* \mid H_0) \right]^2$$

The actual values of the z's and θ's depends on the type of measure.

Mean Measure

$$N_j = \min(M_j, 1,000), \;\; i = 1, \ldots, N_j$$

$$z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\} \quad \text{where } R_i \text{ is the rank of sample sum i}$$

$$\theta_j = \frac{1}{N_j}$$

Proportion Measure

$$z_{ji} = \min\left\{0, \frac{n_j\, i - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}\right\}, \quad i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$$

$$\theta_{ji} = \mathrm{HG}(i)$$

Rate Measure

$$z_{ji} = \min\left\{0, \frac{i - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}\right\}, \quad i = 0, \ldots, n_j$$

$$\theta_{ji} = \mathrm{BN}(i)$$

Ratio Measure

The performance measure that is in this class is billing accuracy. If a parity test were used, the sample sizes for this measure are quite large, so there is no need for a small sample technique. If one does need a small sample technique, then a re-sampling method can be used.

D.2.5 Calculate the Aggregate Test Statistic (Z^T)

$$Z^T = \frac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* | H_0)}{\sqrt{\sum_j W_j^2 \mathrm{Var}(Z_j^* | H_0)}}$$

The Balancing Critical Value

There are four key elements of the statistical testing process:

- the null hypothesis, H_0, that parity exists between ILEC and CLEC services
- the alternative hypothesis, H_a, that the ILEC is giving better service to its own customers
- the Truncated Z test statistic, Z^T, and
- a critical value, *c*

The decision rule[2] is

If $Z^T < c$ then accept H_a.

If $Z^T \geq c$ then accept H_0.

There are two types of error possible when using such a decision rule:

Type I Error: Deciding favoritism exists when there is, in fact, no favoritism.

Type II Error: Deciding parity exists when there is, in fact, favoritism.

The probabilities of each type of each are:

- **Type I Error**: $\alpha = P(Z^T < c \mid H_0$
- **Type II Error**: $\beta = P(Z^T \geq c \mid H_a)$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that.

2. This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

$$c_B = \frac{\sum_j W_j M(m_j, se_j) - \sum_j W_j \frac{-1}{\sqrt{2\pi}}}{\sqrt{\sum_j W_j^2 V(m_j, se_j)} + \sqrt{\sum_j W_j^2 \left(\frac{1}{2} - \frac{1}{2\pi}\right)}}$$

where

$$M(\mu, \sigma) = \mu \Phi(\tfrac{-\mu}{\sigma}) - \sigma \phi(\tfrac{-\mu}{\sigma})$$

$$V(\mu, \sigma) = (\mu^2 + \sigma^2)\Phi(\tfrac{-\mu}{\sigma}) - \mu\sigma\phi(\tfrac{-\mu}{\sigma}) - M(\mu, \sigma)^2$$

$\Phi(\cdot)$ is the cumulative standard normal distribution function, and $\phi(\cdot)$ is the standard normal density function.

This formula assumes that Z_j is approximately normally distributed within cell j. When the cell sample sizes, n_{1j} and n_{2j}, are small this may not be true. It is possible to determine the cell mean and variance under the null hypothesis when the cell sample sizes are small. It is much more difficult to determine these values under the alternative hypothesis. Since the cell weight, W_j will also be small (see calculate weights section above) for a cell with small volume, the cell mean and variance will not contribute much to the weighted sum. Therefore, the above formula provides a reasonable approximation to the balancing critical value.

The values of m_j and se_j will depend on the type of performance measure.

Mean Measure

For mean measures, one is concerned with two parameters in each cell, namely, the mean and variance. A possible lack of parity may be due to a difference in cell means, and/or a difference in cell variances. One possible set of hypotheses that capture this notion, and take into account the assumption that transaction are identically distributed within cells is:

H_0: $\mu_{1j} = \mu_{2j}$, $\sigma_{1j}^2 = \sigma_{2j}^2$

H_a: $\mu_{2j} = \mu_{1j} + \delta_j \cdot \sigma_{1j}$, $\sigma_{2j}^2 = \lambda_j \cdot \sigma_{1j}^2 \delta_j > 0$, $\lambda_j \geq 1$ and $j = 1,\ldots,L$.

Under this form of alternative hypothesis, the cell test statistic Z_j has mean and standard error given by

$$m_j = \frac{-\delta_j}{\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

and

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

For a proportion measure there is only one parameter of interest in each cell, the proportion of transaction possessing an attribute of interest. A possible lack of parity may be due to a difference in cell proportions. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells while allowing for an analytically tractable solution is:

H_0: $\frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = 1$

H_a: $\frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = \psi_j$ $\psi_j > 1$ and $j = 1,\ldots,L$.

These hypotheses are based on the "odds ratio." If the transaction attribute of interest is a missed trouble repair, then an interpretation of the alternative hypothesis is that a CLEC trouble repair appointment is ψ_j times more likely to be missed than an ILEC trouble.

Under this form of alternative hypothesis, the within cell asymptotic mean and variance of a_{1j} are given by[3]

$$E(a_{1j}) = n_j \pi_j^{(1)}$$

$$var(a_{1j}) = \frac{n_j}{\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}}$$

where

3. Stevens, W. L. (1951) Mean and Variance of an entry in a Contingency Table. *Biometrica*, 38, 468-470.

$$\pi_j^{(1)} = f_j^{(1)}\left(n_j^2 + f_j^{(2)} + f_j^{(3)} - f_j^{(4)}\right)$$
$$\pi_j^{(2)} = f_j^{(1)}\left(-n_j^2 - f_j^{(2)} + f_j^{(3)} + f_j^{(4)}\right)$$
$$\pi_j^{(3)} = f_j^{(1)}\left(-n_j^2 + f_j^{(2)} - f_j^{(3)} + f_j^{(4)}\right)$$
$$\pi_j^{(4)} = f_j^{(1)}\left(n_j^2\left(\tfrac{2}{\psi_j} - 1\right) - f_j^{(2)} - f_j^{(3)} - f_j^{(4)}\right)$$
$$f_j^{(1)} = \frac{1}{2n_j^2\left(\frac{1}{\psi_j} - 1\right)}$$
$$f_j^{(2)} = n_j n_{1j}\left(\tfrac{1}{\psi_j} - 1\right)$$
$$f_j^{(3)} = n_j a_j\left(\tfrac{1}{\psi_j} - 1\right)$$
$$f_j^{(4)} = \sqrt{n_j^2\left[4n_{1j}\left(n_j - a_j\right)\left(\tfrac{1}{\psi_j} - 1\right) + \left(n_j + \left(a_j - n_{1j}\right)\left(\tfrac{1}{\psi_j} - 1\right)\right)^2\right]}$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

Using the equations above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j^2\pi_j^{(1)} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

and

$$se_j = \sqrt{\frac{n_j^3(n_j - 1)}{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)\left(\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}\right)}}$$

Rate Measure

A rate measure also has only one parameter of interest in each cell, the rate at which a phenomenon is observed relative to a base unit, e.g. the number of troubles per available line. A possible lack of parity may be due to a difference in cell rates. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells is:

H_0: $r_{1j} = r_{2j}$

H_a: $r_{2j} = \varepsilon_j r_{1j} \varepsilon_j > 1$ and $j = 1,\ldots,L$.

Given the total number of ILEC and CLEC transactions in a cell, n_j, and the number of base elements, b_{1j} and b_{2j}, the number of ILEC transaction, n_{1j}, has a binomial distribution from n_j trials and a probability of

$$q_j^* = \frac{r_{1j} b_{1j}}{r_{1j} b_{1j} + r_{2j} b_{2j}}$$

Therefore, the mean and variance of n_{1j}, are given by

$$E(n_{1j}) = n_j q_j^*$$
$$\text{var}(n_{1j}) = n_j q_j^* (1 - q_j^*)$$

Under the null hypothesis

$$q_j^* = q_j = \frac{b_{1j}}{b_j}$$

but under the alternative hypothesis

$$q_j^* = q_j^a = \frac{b_{1j}}{b_{1j} + \varepsilon_j b_{2j}}$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_{1j} - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}$$

Using the relationships above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j \left(q_j^a - q_j\right)}{\sqrt{n_j q_j (1 - q_j)}} = (1 - \varepsilon_j) \frac{\sqrt{n_j b_{1j} b_{2j}}}{b_{1j} + \varepsilon_j b_{2j}}$$

and

$$se_j = \sqrt{\frac{q_j^a (1 - q_j^a)}{q_j (1 - q_j)}} = \sqrt{\varepsilon_j}\, \frac{b_j}{b_{1j} + \varepsilon_j b_{2j}}$$

Ratio Measure

As with mean measures, one is concerned with two parameters in each cell, the mean and variance, when testing for parity of ratio measures. As long as sample sizes are large, as in the case of billing accuracy, the same method for finding m_j and se_j that is used for mean measures can be used for ratio measures.

D.2.6 Determining the Parameters of the Alternative Hypothesis

In this section we have indexed the alternative hypothesis of mean measures by two sets of parameters, λ_j and δ_j. Proportion and rate measures have been indexed by one set of parameters each, ψ_j and ε_j respectively. A major difficulty with this approach is that more than one alternative will be of interest; for example we may consider one alternative in which all the δ_j are set to a common non-zero value, and another set of alternatives in each of which just one δ_j is non-zero, while all the rest are zero. There are very many other possibilities. Each possibility leads to a single value for the balancing critical value; and each possible critical value corresponds to many sets of alternative hypotheses, for each of which it constitutes the correct balancing value.

The formulas we have presented can be used to evaluate the impact of different choices of the overall critical value. For each putative choice, we can evaluate the set of alternatives for which this is the correct balancing value. While statistical science can be used to evaluate the impact of different choices of these parameters, there is not much that an appeal to statistical principles can offer in directing specific choices. Specific choices are best left to telephony experts. Still, it is possible to comment on some aspects of these choices:

Parameter Choices for λ_j – The set of parameters λ_j index alternatives to the null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z testing which is being recommended here is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen.

Parameter Choices for δ_j – The set of parameters δ_j are much more important in the choice of the balancing point than was true for the λ_j. The reason for this is that they directly index differences in average service. The truncated Z test is very sensitive to any such differences; hence, even small disagreements among experts in the choice of the δ_j could be very important. Sample size matters here too. For example, setting all the δ_j to a single value – $\delta_j = \delta \angle$ might be fine for tests across individual CLECs where currently in Georgia the CLEC customer bases are not too different. Using the same value of δ for the overall state testing does not seem sensible. At the state level we are aggregating over CLECs, so using the same δ as for an individual CLEC would be saying that a "meaningful" degree of disparity is one where the violation is the same (δ) for each CLEC. But the detection of disparity for any component CLEC is important, so the relevant "overall" δ should be smaller.

Parameter Choices for ψ_j *or* ε_j – The set of parameters ψ_j or ε_j are also important in the choice of the balancing point for tests of their respective measures. The reason for this is that they directly index increases in the proportion or rate of service performance. The truncated Z test is sensitive to such increases; but not as sensitive as the case of δ for mean measures. Sample size matters here too. As with mean measures, using the same value of ψ or ε for the overall state testing does not seem sensible.

The three parameters are related however. If a decision is made on the value of δ, it is possible to determine equivalent values of ψ and ε. The following equations, in conjunction with the definitions of ψ and ε, show the relationship with delta.

$$\delta = 2 \cdot \arcsin(\sqrt{\hat{p}_2}) - 2 \cdot \arcsin(\sqrt{\hat{p}_1})$$
$$\delta = 2\sqrt{\hat{r}_2} - 2\sqrt{\hat{r}_1}$$

The bottom line here is that beyond a few general considerations, like those given above, a principled approach to the choice of the alternative hypotheses to guard against must come from elsewhere.

Decision Process

Once Z^T has been calculated, it is compared to the balancing critical value to determine if the ILEC is favoring its own customers over a CLEC's customers.

This critical value changes as the ILEC and CLEC transaction volume change. One way to make this transparent to the decision-maker, is to report the difference between the test statistic and the critical value, *diff* = Z^T - c_B. If favoritism is concluded when $Z^T < c_B$, then the *diff* < 0 indicates favoritism.

This makes it very easy to determine favoritism: a positive *diff* suggests no favoritism, and a negative *diff* suggests favoritism.

E: BST SEEM Remedy Calculation Procedures

Four sample calculations are included in this section. These calculations cover the following:

- Tier 1 Calculation for Retail Analogs
- Tier 2 Calculation for Retail Analogs
- Tier 1 Calculation for Benchmarks
- Tier 2 Calculations for Benchmarks

E.1 Tier 1 Calculation for Retail Analogs

Complete the steps below to calculate performance for a Tier 1 retail analog. An example follows the procedure.

1. Calculate the overall test statistic for each CLEC; $Z^{T}_{ALEC\text{-}1}$ (per statistical methodology discussed in Appendix D).
2. Calculate the balancing critical value ($^{C}B_{ALEC\text{-}1}$) that is associated with the alternative hypothesis (for fixed parameters δ, Ψ, or ε).
3. Determine parity or disparity by subtracting the value of Step 2 from that of Step 1. $ABS(Z^{T}_{ALEC\text{-}1} - {}^{C}B_{ALEC\text{-}1})$
4. Determine the relationship of the overall test statistic (from Step 1) and the balancing critical value (from Step 2).

Relationship	Action
$^{C}B_{ALEC\text{-}1} \geq Z^{T}_{ALEC\text{-}1}$	No payment is necessary. End procedure.
$^{C}B_{ALEC\text{-}1} < Z^{T}_{ALEC\text{-}1}$	Go to Step 5.

5. Determine the payment to CLEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   CLEC Payment = fee ($$) from Tier 1 fee schedule for the appropriate measurement category.

Tier 1 Retail Analog Example:

Percent Missed Installation Appointments, "Dispatch In" < 10 circuits, UNE Loop and Port Combo, Month 1

Note: Statistics are for illustrative purposes only. While the plan is measurement based, the number of transactions are used in the calculations to determine pass or fail status.

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	263	0	1	0	0
2	0	150	0	4	0	0
3	0	847	0	1	0	0
4	108	1771	0	1	0.044565652	0.044466294
5	0	10	0	2	0	0
6	24	104	0	3	0.169841555	0.164306431
7	0	82	0	9	0	0
8	8	114	1	8	0.264906471	0.246518978
9	14	241	2	11	-5.302645611	0.351774499
10	0	198	0	3	0	0
11	17	235	1	11	0.213200716	0.203527695
Total counts	171	4015	3	54	NA	NA

The results are summarized below.

Percent Missed	
BST	4.26Percent
CLEC	5.56Percent

Aggregate Z = -3.4923
BCV = -1.83311
Difference = negative (failure)

The metric fails. The payment made to the CLEC for this failure would be based on the fee of $4,550 as listed in the Tier 1 Fee Schedule for Provisioning-UNE (CCC).

E.2 Tier 2 Calculation for Retail Analogs

Tier 2 is triggered by three consecutive monthly failures of any Tier 2 remedy plan submetric. Calculate monthly statistical results and failures per submetric as outlined below for the CLEC aggregate performance.

1. Determine the Tier 2 payment for the state designated agency from the Tier 2 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   State designated agency payment = fee ($$) from Tier 2 Fee Schedule

Example:
Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	22	1	11	-0.57735	0.375
2	3	18	1	10	-1.732051	0.405046
3	1	15	0	9	2.5553	0.213211
4	0	17	1	11	-1.154701	0.213211
Total counts	4	72	3	41	NA	NA

Percent Missed	
BST	5.56Percent
CLEC	7.32Percent

Aggregate Z = -1.73205.
BCV =-0.55526
Difference = negative (failure)

The measure fails. The payment made to the state designated agency for this failure would be $3,450, the fee listed in the Tier 2 Fee Schedule.

E.3 Tier 1 Calculation for Benchmarks

Use the procedure below to calculate results for benchmarks with five or more observations. An example follows the procedure.

1. For each CLEC with five or more observations, calculate monthly performance results for the State.
2. Determine the benchmark.

Sample Size	Benchmark Source
sample size < 5	Invalid sample size. No payment is necessary.
5 < sample size ≤ 30	Use equivalent benchmark from Table E-1 [A]
sample size > 30	SQM
[A] Collocation - Percent Missed Due Dates does not use the small sample size table. Obtain all benchmarks from the SQM.	

Table E-1: Small Sample Size Table

90Percent Sample Size		95Percent Sample Size		85Percent Sample Size		97Percent Sample Size	
Size	Benchmark	Size	Benchmark	Size	95Percent Equivalent	Size	95Percent Equivalent
5	60.00Percent	5	80.00Percent	5	60.00Percent	5	80.00Percent
6	66.67Percent	6	83.33Percent	6	66.67Percent	6	83.33Percent
7	71.43Percent	7	85.71Percent	7	57.14Percent	7	85.71Percent
8	75.00Percent	8	75.00Percent	8	62.50Percent	8	87.50Percent
9	66.67Percent	9	77.78Percent	9	66.67Percent	9	88.89Percent
10	70.00Percent	10	80.00Percent	10	70.00Percent	10	90.00Percent
11	72.73Percent	11	81.82Percent	11	63.64Percent	11	90.91Percent
12	75.00Percent	12	83.33Percent	12	66.67Percent	12	91.67Percent
13	76.92Percent	13	84.62Percent	13	69.23Percent	13	84.62Percent
14	78.57Percent	14	85.71Percent	14	71.43Percent	14	85.71Percent
15	73.33Percent	15	86.67Percent	15	66.67Percent	15	86.67Percent
16	75.00Percent	16	87.50Percent	16	68.75Percent	16	87.50Percent
17	76.47Percent	17	82.35Percent	17	70.59Percent	17	88.24Percent
18	77.78Percent	18	83.33Percent	18	72.22Percent	18	88.89Percent
19	78.95Percent	19	84.21Percent	19	68.42Percent	19	89.47Percent
20	80.00Percent	20	85.00Percent	20	70.00Percent	20	90.00Percent
21	76.19Percent	21	85.71Percent	21	71.43Percent	21	90.48Percent
22	77.27Percent	22	86.36Percent	22	72.73Percent	22	90.91Percent
23	78.26Percent	23	86.96Percent	23	73.91Percent	23	91.30Percent
24	79.17Percent	24	87.50Percent	24	70.83Percent	24	91.67Percent
25	80.00Percent	25	88.00Percent	25	72.00Percent	25	92.00Percent
26	80.77Percent	26	88.46Percent	26	73.08Percent	26	92.31Percent
27	81.48Percent	27	88.89Percent	27	74.07Percent	27	92.59Percent
28	78.57Percent	28	89.29Percent	28	75.00Percent	28	89.29Percent

Table E-1: Small Sample Size Table (Continued)

90Percent Sample Size		95Percent Sample Size		85Percent Sample Size		97Percent Sample Size	
Size	Benchmark	Size	Benchmark	Size	95Percent Equivalent	Size	95Percent Equivalent
29	79.31Percent	29	86.21Percent	29	72.41Percent	29	89.66Percent
30	80.00Percent	30	86.67Percent	30	73.33Percent	30	90.00Percent

3. Determine whether the monthly performance percentage meets the benchmark standard (or equivalent percentage for small samples).

Monthly Performance and Benchmark Relationship	Action
Monthly performance ≥ benchmark	No payment is necessary; end procedure.
Monthly performance < benchmark	Failure; go to Step 4.

4. Determine the payment to CLEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   CLEC-1 payment= $$ from Tier 1 Fee Schedule

Tier 1 Benchmark, Small Sample Size Example:

Reject Interval Fully Mechanized 2-Wire Analog Loop Non-Design; Benchmark = 97Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark (small sample size of 9)	Pass/Fail
7	9	77.78Percent ≤ 1 hour	88.89Percent ≤ 1 hour (small sample size of 9)[A]	fail
[A] The comparison benchmark of 88.89Percent was obtained from the Table E-1 (the small sample size table) for 97Percent benchmarks.				

Payment to the CLEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

Tier 1 Benchmark Example:

Reject Interval - Partially Mechanized, Business; Benchmark is 95Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark	Pass/Fail
36	40	90Percent ≤ 10 hours	95Percent ≤ 10 hours	fail

Payment to the CLEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

E.4 Tier 2 Calculations for Benchmarks

Tier-2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except the CLEC aggregate data is evaluated over three consecutive months.

1. Accumulate the statewide monthly results for the measurement.
2. Determine whether the current month fails the statewide average.

Current Month Tier 2 Failure	Action
Yes	Go to Step 3.
No	No Tier 2 payment is necessary; end procedure.

3. Determine whether there is a Tier 2 failure.

Tier 2 Failure		Action
One Month Prior to Current Month	Two Months Prior to Current Month	
Failure	Failure	Go to Step 4.
Failure	Pass	No Tier 2 failure, no payment. End of procedure.
Pass	Failure	

4. Determine the payment to the state designated agency by obtaining the appropriate dollar amount from the Tier 2 Fee Schedule (Appendix A) for the fee measurement category containing the submetric being evaluated.

   State designated agency payment = Fee ($$) from Tier 2 Fee Schedule for the appropriate measurement category.

Tier 2 Benchmark Example:

Percent Missed Installation Appointments - LNP; Benchmark = 95Percent

Month	Numerator	Denominator	CLEC Performance (Percent)	Benchmark (Percent)	Pass/Fail
Current	1	8	87.5	95	fail
One month prior to Current	3	39	92.31	95	fail
Two months prior to current	4	75	94.6	95	fail

Payment to the state would be $5,700, the fee obtained from the LNP category in the Tier 2 Fee Schedule.